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ABSTRACT

A study examined job satisfaction of Delaware women who are working in occupations that are nontraditional for females. A total of 217 respondents (out of a possible 527) returned surveys that focused on the identification of the positive aspects of the jobs. Overall job satisfaction was high, according to 86 percent of the respondents. Satisfying job factors were the chance to do things for others, geographic location of the job, the chance to work alone, the chance to use abilities, the freedom to use one's own judgment, and the chance to do different things. The most dissatisfying job factors were the opportunity for advancement, salary earned, the way the supervisor handles people, and praise received for doing best job. Women overwhelmingly responded that job-related training was most effective in getting them ready to handle the position. The most challenging aspects of the nontraditional job were those that related to meeting the public and customer satisfaction and meeting their needs. Over 83 percent were not eager to change jobs. Respondents cited the following as the most important aspects for women to be made aware of as they enter nontraditional occupations: demands of the job and relationships with coworkers and supervisors. Over half of the respondents said they were able to combine work and family roles successfully. Forty-five percent were totally responsible for the major earnings in their households. The survey instrument is appended. (YLB)

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JOB SATISFACTION OF DELAWARE WOMEN IN NON-TRADITIONAL OCCUPATIONS

A Survey Report

(A Cooperative Project Between the Delaware Department of Public Instruction, Division of Vocational Education and the University of Delaware)

November 1987

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INTRODUCTION AND ACKNOWLEDGEMENTS

Job Satisfaction of Delaware Women in Non-Traditional Occupations is the final report of a state-wide survey conducted during 1987. Funding for the grant was through the Carl D. Perkins Vocational Education Act. The project has attempted to identify those positive factors that enhance occupational areas traditionally open to few women but now accessible to both men and women. The report includes three parts. PART I provides background for the study while PART II presents survey results from 217 responses. PART III summarizes implications relating to the workplace and training for non-traditional occupations.

Several persons deserve thanks for providing major assistance in the project. First, Ed Simon, Delaware Department of Labor, gave an enormous amount of time to locating industries and related employers in the state; Dr. Carol O. Mayhew, State Supervisor, Sex Equity in Vocational Programs, provided direction and advice during the entire project; Marcia Kurtz completed the major task of disseminating and receiving survey instruments; Gail Whitchurch and Deborah O. Siefkin, Graduate Students, assisted greatly in the writing of this report. Deborah is also to be commended for her tabulation of all survey results and assisting in the final report. Mary E. Cannon is thanked for her editorial work as well as Cathy Myers and Cathy Johnston for secretarial assistance.

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PART I. OVERVIEW OF THE STUDY

A. Background for the Study

Although more women than ever are in the American workforce they are still underrepresented in many industries (i.e. mining, construction) and professional occupations (such as dentistry, medicine or engineering), as well as in managerial positions. Women have been moving into occupations traditionally held by males, such as auto, aircraft and electronics mechanics, welding, plumbing, pipefitting and landscape work.(6)

This study examines job satisfaction of Delaware women who are working in occupations that are non-traditional for females. For the purpose of this research, non-traditional occupations is defined as "those occupations that employ 25% or fewer females".(4)

Job Satisfaction in Non-Traditional Employment

Women enter non-traditional occupations for a variety of reasons. Once there they encounter not only the usual positive and negative aspects of a job, but also experiences relatively unique to their non-traditional occupations.

Positive aspects. According to a study conducted in California, women in non-traditional occupations were more likely to report earnings as a positive aspect of their employment than were women in traditional occupations.(7) The women also mentioned

earnings as a positive aspect of their employment than were women in traditional occupations.(7) The women also mentioned relationships with coworkers, self-concept, and status as a woman as positive aspects of their employment more often than the women in traditional occupations. However, they were less likely to mention adequacy of preparation for their fields than were women in traditional fields.(8)

A Texas study indicated that females as well as males in non-traditional occupations reported achievement, utilization of their abilities, variety or challenge of work, and technical competency as sources of satisfaction in their work. (5)

Negative aspects. Oftimes women in non-traditional occupations indicate earnings as a negative aspect of their employment. However, when compared to women in traditional occupations, according to Walshok and Walshok, fewer women in this group report it as a negative aspect than those who report it as positive.(9)

The Texas Tech study revealed additional sources of dis-satisfaction for workers in non-traditional occupations, such as company policies and practices, opportunities for advancement, and supervision. The Texas researchers detailed reasons for employees leaving non-traditional occupations. Of these, "job did not pay enough" was most frequently mentioned. Respondents

also often cited wanting to do more challenging work, no chance to advance on the job, and not accomplishing anything as reasons for leaving their work.

According to the Walshok study, more women in non-traditional occupations reported relationships with coworkers as a negative aspect of their jobs than those who reported this as a positive aspect. Many reported status as a woman as a negative aspect. Other types of interactional problems sometimes mentioned are harassment, hostility, patronization, sexual innuendo, and ignoring. (7)

Walshok reported that far fewer women mentioned self-concept as a negative aspect of their work than those who described self-concept as a positive aspect, although more reported status as a woman as a negative aspect.

Training for Non-Traditional Occupations

As discussed earlier, women in non-traditional jobs were less likely to report adequacy of preparation as a positive aspect of their work than were women in traditional jobs. However, some of them did take a positive view of the training provided by their employers, such as experience with tools, hands-on job experience, instructors and opportunity to learn.(8)

Although many non-traditional workers are trained on the job, recognition of the problem of training inadequacy is influencing vocational education for non-traditional workers. Non-traditional workers who had completed a West Virginia vocational education program indicated most frequently that they chose the program because the program sounded interesting, they wanted to try the field, thought they would like the work, or they wanted to learn a skill.(3)

Support Services for Non-Traditional Workers

The importance of support services for women students in non-traditional occupational programs is receiving some recognition. Good and DeVore (2) recommend: scheduling more than one student of the non-traditional sex in class meetings; sessions to familiarize students with terms, tools, procedures; supportive counseling and peer groups; and development of personal and physical skills. Many of these recommendations are appropriate for the workplace.

In addition to needing support for development of work-related skills, women in non-traditional and other jobs need support services in areas of child care and family roles. This is particularly apparent for women who work and carry responsibility for a wide range of household activities in addition to their jobs.

Purpose of the Study

This study was undertaken to identify positive aspects of non-traditional jobs for Delaware women. Outcomes were expected to be: an increase in the knowledge of educators and policymakers about training needs of Delaware women for non-traditional occupations and implications for employers to use in establishing satisfying work places.

B. Survey Participants

A computer printout of over 3,000 Delaware Employers by Industry with 25% or fewer female employees was obtained from the State Department of Labor. In order to utilize this information effectively and efficiently, the following methods of data collection were developed:

1. Females considered to be in non-traditional occupations within businesses were determined by the definition used for this survey as well as the type of work performed.
2. All out-of-state addressed employers were excluded.
3. A systematic method of determining which employers were to be contacted was implemented as follows: the first and every succeeding third employer in each industry listed was contacted by phone. For example: (1, 4, etc.).
4. It was determined after initial contacts were made that data collection using this method would not allow sufficient participation because many of the employers contacted employed fewer than 20 workers and most females were in traditional roles. Contacts were then initiated with employers that employed 20 or more people or a total of 184.

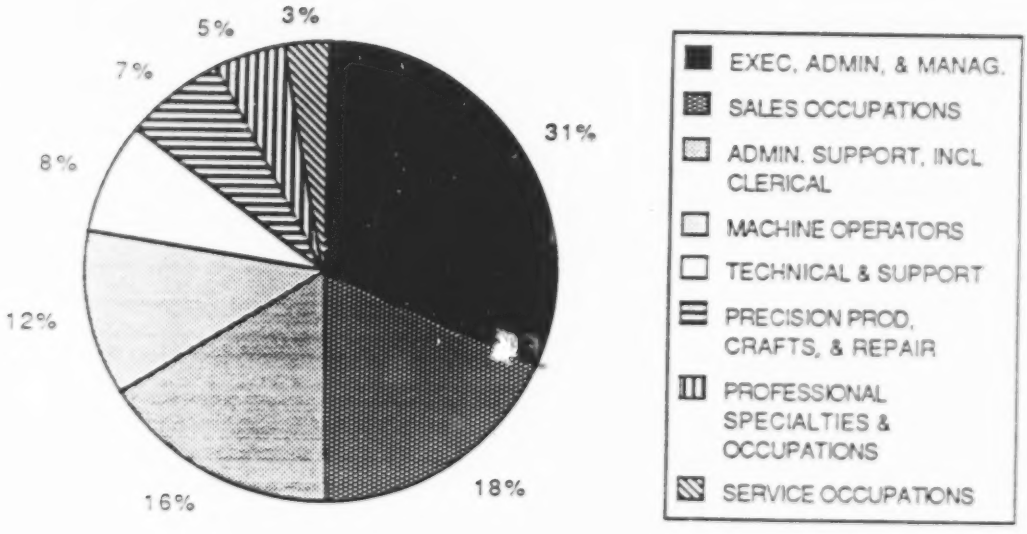
Fifty-three employers chose not to participate. Fourteen of those did not have any females presently working in non-traditional occupations. One hundred thirty-one employers agreed to allow employee participation in the study.

A total of 527 surveys were distributed to potential participants by the following three methods:

1. Surveys were mailed to the contact person or employer who in turn handed surveys to participants (156).
2. Surveys were mailed directly to participants (260).
3. Surveys were given directly to participants at on-site interview sessions (111).

Two hundred seventeen surveys, 44.4 percent, were returned. Figure 1 illustrates industries that survey participants represented.

Figure 1 Survey Participation and Representative Industries.



Other information about the participants' income range, family status and age has been compiled and is presented in Table 4.

PART II. SURVEY RESULTS

Two-hundred seventeen surveys were completed and returned to assist in identifying Job Satisfaction of Delaware Women in Non-Traditional Occupations in Delaware as well as related information. Data were compiled and are reported in three major areas:

A. Job Satisfaction

Overall job satisfaction

Factors that indicate job satisfaction

B. Job Training and Awareness

C. Success in Work and Family Roles

A. Job Satisfaction

Overall Job Satisfaction

To gain information on overall job satisfaction the respondents were asked to check one of six responses to show how much of the time they felt satisfied with their present non-traditional job (Item 19 from the survey form found in Appendix D). Overall job satisfaction is high according to 86% of the respondents who work in non-traditional areas. Over 14% reported satisfaction almost half the time, 62% most of the time, and 10% all of the time. Only 3% reported they were seldom or never satisfied with their non-traditional occupation.

Job Satisfaction Factors

Eighteen specific factors concerning job satisfaction were identified for this survey. The respondents were asked to check their level of job satisfaction for each factor: 4, Very Satisfied; 3, Satisfied; 2, Dissatisfied; and 1, Very Dissatisfied as they related to their present job. Table 1 gives the mean ratings and percentages for all 18 factors in order of the level of satisfaction.

Table 1 Mean Ratings Of Satisfaction And Percent Satisfied And Dissatisfied With Each Job Factor* N = 217

JOB FACTORS	MEAN RATING	PERCENT SATISFIED	PERCENT DISSATISFIED
OPPORTUNITY TO DO THINGS FOR OTHERS	3.4	97%	3%
GEOGRAPHIC LOCATION	3.3	91%	9%
CHANCE TO WORK ALONE	3.2	92%	8%
CHANCE TO DO DIFFERENT THINGS	3.2	88%	12%
CHANCE TO USE ABILITIES	3.2	88%	13%
FREEDOM TO USE OWN JUDGMENT	3.2	85%	15%
OPPORTUNITY TO BE IN CHARGE OF OTHERS	3.1	89%	11%
OPPORTUNITY TO USE PAST TRAINING	3.1	85%	15%
WORKING CONDITIONS	3.1	83%	17%
FEELING OF ENJOYMENT FROM JOB	3.1	81%	19%
JOB BENEFITS	3.0	76%	24%
OPPORTUNITY FOR TRAINING IN FIELD	2.9	75%	25%
ABILITY OF SUPERVISOR TO MAKE DECISIONS	2.9	71%	29%
THE WAY COWORKERS COOPERATE	2.9	71%	29%
PRAISE RECEIVED FOR DOING BEST JOB	2.8	67%	33%
THE WAY SUPERVISOR HANDLES PEOPLE	2.7	65%	35%
SALARY EARNED	2.7	64%	36%
OPPORTUNITY FOR ADVANCEMENT	2.6	59%	41%

Mean score based on scale of 1 to 4 (1 = very dissatisfied, 2 = dissatisfied, 3 = satisfied, and 4 = very satisfied)

*Percentages and mean scores for all job factors based on completed responses only

When looking at the specific factors concerning job satisfaction, the chance to do things for others received the highest mean rating of 3.4. Geographic location of the job closely followed with a mean of 3.3. As noted in Table 2, over 92% indicated the the chance to work alone as satisfying. The chance to use abilities, the freedom to use own judgment, and the chance to do different things rated a mean of 3.2.

Table 2. Mean Ratings Of Job Satisfaction And Percent Satisfied With Each Job Factor* N = 217

SATISFIED JOB FACTORS	MEAN RATING	PERCENT
CHANCE TO DO THINGS FOR OTHERS	3.4	97%
GEOGRAPHIC LOCATION	3.3	91%
CHANCE TO WORK ALONE	3.2	92%
CHANCE TO DO DIFFERENT THINGS	3.2	88%
CHANCE TO USE ABILITIES	3.2	88%
FREEDOM TO USE OWN JUDGMENT	3.2	85%
OPPORTUNITY TO BE IN CHARGE OF OTHERS	3.1	89%
OPPORTUNITY TO USE PAST TRAINING	3.1	85%
WORKING CONDITIONS	3.1	83%
FEELING OF ENJOYMENT FROM JOB	3.1	81%
JOB BENEFITS	3.0	76%

Mean score 3.0 or over on scale of 1 to 4 (1 = very dissatisfied, 2 = dissatisfied, 3 = satisfied, and 4 = very satisfied).

*Percentages and mean scores based on completed responses only.

The most dissatisfying job factor for women in non-traditional areas, as noted in Table 3, is the opportunity for advancement where 41% show some or great dissatisfaction. Thirty-six percent or 77 women showed some dissatisfaction with their salary earned. The way their supervisor handles people was found as an area of dissatisfaction by 35% of the women. The other area that showed over a 30% dissatisfaction rate was praise received for doing best job (33%).

Table 3. Mean Ratings Of Job Dissatisfaction And Percent Dissatisfied With Each Job Factor* N = 217

JOB FACTORS	MEAN RATING	PERCENT DISSATISFIED
OPPORTUNITY FOR ADVANCEMENT	2.6	41%
SALARY EARNED	2.7	36%
THE WAY SUPERVISOR HANDLES PEOPLE	2.7	35%
PRAISE RECEIVED FOR DOING BEST JOB	2.8	33%
THE WAY CO-WORKERS COOPERATE	2.9	29%
ABILITY OF SUPERVISOR TO MAKE DECISIONS	2.9	29%
OPPORTUNITY FOR TRAINING IN FIELD	2.9	25%

Mean score less than 3.0 on scale of 1 to 4 (1 = very dissatisfied, 2 = dissatisfied, 3 = satisfied, and 4 = very satisfied).

*Percentages and mean scores based on completed responses only.

Looking at the specific job satisfaction factors in another way, of those who responded that they were 'satisfied' with their jobs 'all of the time' (n=22), 91% indicated they were 'very satisfied' with the feeling of enjoyment I get from my job. The factors with the second most number of very satisfieds (18 of 22) were the chance to use their abilities and the freedom to use their own judgment. Seventeen of the 22 rated the chance to do different things as 'very satisfactory'. The opportunity to do things for other people, the way their supervisor handles people and the working conditions at their workplace were rated 'very satisfactory' by 73% of the women.

There were also 22 women who were 'sometimes', 'seldom', or 'never' satisfied with their jobs. Nineteen of these women were dissatisfied with the opportunity for advancement in their job. Seventy-eight percent were dissatisfied with their salary and with the feeling of enjoyment they get from their jobs. Eighty-three percent of these women did, however, indicate that they were satisfied with the chance to work alone and with the chance to do things for others.

B. Job Training and Awareness

Four questions provided information for this section. They are:

1. What type of training BEST prepared you for the position? (Item 21)
2. What is the most challenging aspect of the job? (Item 22)

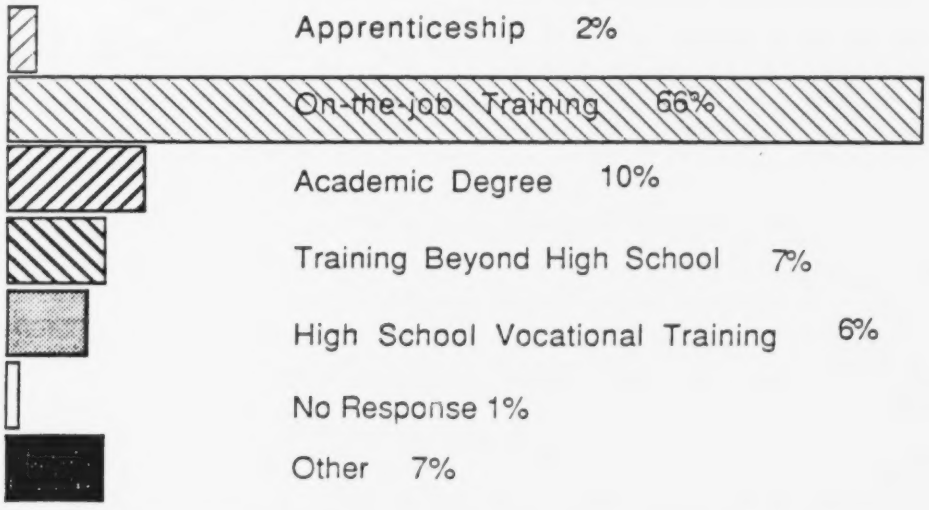
3. How do you feel about changing your job? (Item 20)

4. What do women entering this job position need to be most aware of? (Item 23)

Job Training

Women overwhelmingly responded that related job training was most effective in getting them ready to handle the position. Over two-thirds (173) of the participants selected "on-the-job" as the type of training that BEST prepared them. Six percent indicated that high school vocational training was most helpful in readiness for the job. Figure 2 shows the extent to which other types of training are viewed as helpful. The data did not reveal the number of workers that had completed each type of training.

FIGURE 2. Best Preparation for Non-Traditional Occupations.*



*Respondents were not asked to indicate all types of training they received, some did indicate more than one response.

Most Challenging Aspect of the Non-traditional Job

Comments were solicited to determine the most challenging aspect of the non-traditional job. Those that related to "meeting the public" and "customer satisfaction and meeting their needs" were stated most often by the survey participants. Responses were categorized in the following general areas according to the frequency of their being noted as a challenging aspect.

- Public Needs and Concerns
- Accuracy/Meeting Deadlines/Technical Knowledge
- Male/Female Roles
- Personnel Relations
- Job Advancement
- Diversity of Job Responsibilities
- Striving for Success (company and self)
- Physical Demands
- Job Hours and Setting

Changing Jobs

When asked their opinion about job change, over 83% of the women indicated they were not eager to do so. Sixty-two of the 217 responses showed no desire to exchange jobs, while over 54% indicated they would only consider job change if a better one were available. Only three percent would quit if they could find anything else.

Job Awareness

Over one-half (123) of the surveys revealed demands of the job as the most important aspect for women to be made aware of as they enter these non-traditional occupations. Relationships with coworkers and supervisors was another crucial area that needed to be stressed in preparing for similar non-traditional jobs, according to 77 responses (35.5%). Other concerns that need to

be stressed to those entering these new fields are: salary, training, and support groups.

C. Success in Work and Family Roles

Combining Work and Family Roles

When asked the question, "does this job enable you to combine work and family roles successfully?", well over half (69%) of the survey participants answered "yes"; 22% answered "no". Ten of the women responded "yes and no" to the question, adding comments such as "large amount of travel" and "my schedule is demanding but I have some flexibility."

Those participants who answered "yes" attributed the following reasons for allowing successful combination of the two roles:

1. Flexible or adjustable work hours.
2. Supervisors' understanding and cooperation when emergencies arise or children are ill.
3. Regular work hours (example 8 - 5).
4. Job hours compatible with school hours and day care hours.
5. Do not have to work weekends or holidays.
6. Do not have to take work home.
7. Pay is adequate to obtain domestic help.
8. Willingness of coworkers to help meet deadlines when emergencies arise.
9. Job allows worker to be a parent first.

The reasons given for not being able to combine work and family roles successfully are:

1. Long hours.
2. Vacation time is not flexible enough.
3. Erratic work schedule.
4. Shift work.
5. The need to bring work home.
6. Evening and holiday work.

7. Employer wants worker to give more time to job rather than family.
8. Always on call.
9. No time to think of having a family.

Responsibility for Household Earnings

Of the 217 women in non-traditional occupations who returned the survey, 89 or 45% are totally responsible for the major earnings in their households. Of that figure, constituting the majority of the group, fifty-four or 61% provide for others than themselves. The annual income for the women totally responsible for financial support of their families is as follows:

Annual Income Amount	% Earning this
$25,000 or more	32%
20,000 - 24,999	22%
15,000 - 19,999	22%
10,000 - 14,999	17%
5,000 - 9,999	6%
under 5,000	1%

As noted, of the 89 persons totally responsible for household income, over twenty-four percent earn less than $15,000, yet have at least two and usually three persons to support.

Six percent commented that they share in the major earnings responsibility. In addition, 99 or almost half, do not have responsibility for major earnings in their families. Table 4 summarizes income earnings as well as other characteristics of the survey participants.

Table 4 Characteristics of Survey Participants

Characteristics	Age group 16-24 n = 38			Age group 25-34 n = 80			Age group 35-44 n = 64			Age group 45-54 n = 21			Age group 55+ n = 136%			Total n = 216*					
	Age Groups and Household Income Responsibility																				
	Responsible	Not Responsible	Shared	Responsible	Not Responsible	Shared	Responsible	Not Responsible	Shared	Responsible	Not Responsible	Shared	Responsible	Not Responsible		Responsible n	Responsible %	Not Responsible n	Not Responsible %	Shared n	Shared %
Employment:																					
Full-time	13	21	2	32	42	2	25	30	4	9	9	2	10	3		89	42	105	50	10	5
Part-time	0	0	0	1	2	0	0	4	0	0	1	0	0	0		1 n = 212	0.5	7	3	0	0
Household:																					
Number in family																					
1 Person	6	1	0	13	1	0	6	1	0	5	0	0	2	0		32	15	3	1	0	0
2 People	6	8	1	7	15	2	12	11	0	1	3	2	6	1		32	15	38	18	5	2
3 People	1	6	1	10	14	0	4	10	3	3	5	0	2	1		20	9	36	17	4	1
4 People or more	0	6	0	3	14	0	3	12	1	0	2	0	0	1		6 n = 212	3	35	17	1 **	0.5
Income:																					
Under 5,000	0	0	0	1	0	0	0	0	0	0	1	0	0	0		1	0.5	1	0.5	0	0
5,000 - 9,999	1	9	0	1	4	0	3	4	0	0	2	0	0	0		5	2	19	9	0	0
10,000 - 14,999	3	2	0	2	9	1	5	9	0	1	0	1	4	1		15	7	21	10	2	1
15,000 - 19,999	3	3	0	8	12	0	3	1	0	4	3	0	1	2		19	9	22	11	0	0
20,000 - 24,999	2	7	2	6	9	0	9	8	1	1	1	0	1	0		19	9	25	12	3	1
25,000 or more	3	0	0	13	9	1	5	12	3	3	3	1	4	0		28 n = 209	13	24	11	5	2

* Some respondents did not provide full information
** Does not equal 100% because of rounding

PART III. SUMMARY

Two hundred seventeen women working in non-traditional fields and representing over eight occupational areas assisted in identifying job satisfaction factors. The majority of participants were employed in the Retail and Wholesale Trades industry that traditionally employs 23.9 percent of Delaware's 113,998 women workers.(5)

Responses are summarized in relation to those factors that make the non-traditional job attractive to women. They are presented in four major areas:

*The Job Setting
*Work and Family Roles
*Income and Earnings
*Job Preparation

The Job Setting.

A quality setting for working in the non-traditional occupational area will include opportunities to be creative, to work alone at times and to use past training in problem-solving and decision-making. A situation that establishes the worker-supervisor relationship as shared is essential, according to women in this survey.

Women find being a woman in a man's world a challenging aspect of their jobs. They want their customers, suppliers, and co-workers to respect them and understand that they are capable of doing the job. Women want to be accepted as persons whose ideas have merit

and who are competent in the job.

Challenging jobs with some decision-making responsibility attached and room for advancement provide some of what women in non-traditional occupations find most satisfying about their jobs (i.e the chance to do different things; the chance to use their abilities, the freedom to use their own judgment, and the opportunity to be in charge of others).

Working conditions are important to women and many like the opportunity to work alone. The interaction between co-workers and supervisors affects the woman's satisfaction with the job. Women appear less satisfied with their jobs if they have conflicts with co-workers or supervisors; however, some find it challenging to try and work the conflicts out. Women enjoy communicating and working with customers and persons within their job sites. They find it challenging to learn to deal with all types of people.

Employers seem to be cognizant of women workers' abilities in dealing with a variety of customers and clients. Opportunities for more informal discussions with supervisors and co-workers will assist in overcoming any biases toward women as non-traditional workers.

Other survey comments indicate that employers should:

* look for ways of recognizing good jobs done by all employees.

* give women the opportunity to do things for others. Look for ways women can contribute without being stereotyped into a role.

* give women a chance to work alone without someone constantly looking over their shoulder.

* assess their women workers' abilities and use them to their full potential.

Work and Family Roles.

The non-traditional job, overall, allows the female worker to cope with the multi-roles of wage-earner, parent and homemaker. Many felt the regular work hours made it easy to combine these roles, while others need flexible hours to cope with family responsibilities, particularly those involving children.

Women reported that their supervisors were quite understanding of the difficulty in handling a fulltime job and a family. The sensitivity of the employer and the recognition of special needs of each worker is crucial according to respondents. They believe the sensitive employer will provide: 1) flexible or adjustable work hours; 2) few after-work responsibilities to interfere with family activities; 3) adequate pay to allow the purchase of some services (i.e. daycare, domestic help); and 4) an atmosphere in which co-workers are willing to help in emergencies.

Employers need to provide a work setting that encourages success

in functioning in dual roles of ALL workers. The employer in the non-traditional occupational area has an added responsibility with the oft-times belief that women only work because "they want to". In fact, many women in these jobs have the added burden of the total family support and care of family members.

Income and Earnings.

Regardless of the non-traditional occupational group that women have entered, over one-third of this study's participants express dissatisfaction with salary earnings. Even in groups such as Executive, Administrative and Management and Machine Operators, Assemblers and Inspectors, that are often noted for higher salaries overall than service-type occupations, women do not always receive a satisfactory income.

Income in the non-traditional job areas for women, as a whole, is higher than in traditional jobs. However, overall income for women is still only two-thirds of that earned by men.(5) Dissatisfaction may stem from that fact and the realization that men in similar jobs may be earning a higher salary.

Employers must also establish a trust in workers by assuring that comparable pay for comparable work is the basis on which each person is hired. In assuming the non-traditional job, the worker, whether male or female, must be assured that equality exists in this and other areas.

Preparation for the Job.

Preparation for the non-traditional job for women is in several forms: vocational training, high school and two and four year college programs and on-the-job-training. The majority of women in this study had extensive on-the-job-training and believed that this was the BEST form of training for the job. Those few who had some vocational training believed this was an effective form of preparation.

Even though workers may enter the non-traditional job with background experiences, the need for employers to orient the worker to a different field and varying responsibilities is essential.

CONCLUSION

The non-traditional occupational areas offer women many opportunities that the traditional ones do not. The opportunity to do something different and be more creative is most often noted. The feeling of accomplishment in a new field and opportunities to work with the public in other than the service capacity is indicated.

Women enjoy opportunities in working with men in similar job responsibilities when each views the other's capabilities in

common. When women are provided extensive on-the-job training and have good relationships with supervisors and coworkers, they believe they can perform as effectively as others.

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APPENDICES

APPENDIX A

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APPENDIX B

LIST OF OCCUPATIONS OF RESPONDENTS

Payroll Specialist
Coordinator
Credit Analyzer
Mechanic
Field Person
Stock Person
Office Manager
Sales Representative
Purchasing Agent
Designer
Showroom Manager
Draftsman
Title Clerk
Assistant Manager
General Clerk, Cashier
Estimator
Lease Manager
Carpenter
Supervisor
Security Guard
Computer Operator
Vice President
Rental Manager
Corporate Secretary
Lot Attendant
Press Operator
Policy & Procedure
Controller
Auto Parts - sales
Parts Manager
Bookkeeper
Inspector
Finisher
Meter Reader
Engineer
Collector
Flagger
Environmental Scientist
Packager
Accountant
Personnel Manager
Distribution Agent
Regional Manager
Service Writer
Equipment Control Manager
Armored Guard
Property Manager
Administrative Assistant
Assembly Worker
Shop Man
Owner/President

University of Delaware

COLLEGE OF HUMAN RESOURCES
DEPARTMENT OF INDIVIDUAL AND FAMILY STUDIES
228 ALISON HALL
NEWARK, DELAWARE 19716

CORRESPONDENT'S PHONE
(302) 451 1922

MEMORANDUM

TO: Delaware Business/Agency Representatives

FROM: Hester R. Stewart, Director

Thank you for your willingness to participate in our Job Satisfaction Survey of Delaware Women Workers in Non-Traditional Occupations. We are anxious to identify positive aspects of occupations that contribute to job satisfaction.

We are looking forward to completing the study as we discussed. Attached is a copy of the Survey Form. We will contact you in the next few days.

/cj

Attachment

APPENDIX D

JOB SATISFACTION* OF WOMEN IN NON-TRADITIONAL OCCUPATIONS

INTERVIEW FORM

Part A. Specific Factors Concerning Job Satisfaction

Directions: Please check your level of job satisfaction with each job factor listed below as related to your present job position.

	Level of Job Satisfaction			
	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied
1. The opportunity to do things for other people				
2. The opportunity to be in charge of others				
3. The praise I get for doing the best I can				
4. The chance to do different things				
5. The way my supervisor handles people				
6. The chance to use my abilities				
7. The freedom to use my own judgement				
8. The working conditions				
9. The feeling of enjoyment I get from my job				
10. The opportunity to use my past training				
11. The opportunity for training in my field				
12. The opportunity for advancement in my job				
13. The way my co-workers cooperate with each other				
14. The ability of my supervisor to make decisions				
15. The salary I earn for this position				
16. The geographic location of the job				
17. The benefits I receive with this job				
18. The chance to work alone				

Part B. Job Satisfaction

19. Check (✓) one of the following to show how much of the time you feel satisfied with you job.

_____All of the time

_____Most of the time

_____Almost half of the time

_____Sometimes

_____Seldom

_____Never

20. Check (✓) one of the following to show how you feel about changing your job.

_____I would quit the job if I could find anything else

_____I would like to change jobs and find one where I could earn the same money

_____I would like to change both my occupation and my job

_____I am not eager to change my job, but I would do so if I could get a better job

_____I would not exchange my job for another

21. Which of the following type of training <u>best</u> prepared you for this position. (Check one)

_____High School Vocational Training

_____Training beyond High School

_____Academic degree (specify highest degree)_____

_____On-the-job training

_____Apprenticeship

_____Other (specify)_____

22. List the most challenging aspect(s) of this job.

_____

_____

23. What do women entering this job position need to be most aware of? (check one)

_____Job demands _____Salary

_____Relationships with co-workers _____Training

_____Relationships with supervisors _____Support group

Other (specify)_____

24. Does this job enable you to combine work and family roles successfully? (Please explain)

_____Yes _____No

_____

_____

_____

25. List the most positive aspect(s) of your position with this company.

_____

_____

Part C. General Data

The following information is requested for statistical purposes only. This information will be kept completely anonymous.

25. What is your job position title?_____

26. What is your job classification:

_____Full-time

_____Part-time

27. What is your age group?

_____16-19 years _____45-54 years

_____20- 24 years _____55-64 years

_____25-34 years _____65 years and older

_____35-44 years

28. How many people live in your household?_____

29. Do you have the major responsibility for earning the income in your household?

_____Yes

_____No

30. What is the salary you earn for your current job position?

_____Less than $5,000

_____$5,000 - 9,999

_____$10,000 - 14,999

_____$15,000 - 19,999

_____$20,000 - 24,999

_____$25,000 and over

Adapted from PBTE Module LT 1-2. NCRVE. 1983 p. 27.

*Adapted from Hoppock Job Satisfaction

HRS/SH/1/86